



THE CAHPS HEALTH PLAN DATABASE

Definition of Composites and Rating Items

AHRQ Contract No.: HHSA 290200710024C

September 2011



Agency for Healthcare Research and Quality
Advancing Excellence in Health Care • www.ahrq.gov

DEFINITION OF COMPOSITES AND RATING ITEMS

The table presents the individual items and responses for each of the composites and ratings items for the 4.0 version of the CAHPS Health Plan Survey.

Table 1. Composites and rating items for 4.0 version of CAHPS Health Plan Survey

Question Text	Response Option
Getting Needed Care	
In the last 6/12 months, how often was it easy to get appointments with specialists?	Never - Always
In the last 6/12 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Never - Always
Getting Care Quickly	
In the last 6/12 months, when you needed care right away, how often did you get care as soon as you thought you needed?	Never - Always
In the last 6/12 months, <u>not</u> counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	Never - Always
How Well Doctors Communicate	
In the last 6/12 months, how often did your personal doctor explain things in a way that was easy to understand?	Never - Always
In the last 6/12 months, how often did your personal doctor listen carefully to you?	Never - Always
In the last 6/12 months, how often did your personal doctor show respect for what you had to say?	Never - Always
In the last 6/12 months, how often did your personal doctor spend enough time with you?	Never - Always
Health Plan Information & Customer Service	
In the last 6/12 months, how often did your health plan's customer service give you the information or help you needed?	Never - Always
In the last 6/12 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Never - Always
Overall Ratings	
Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6/12 months?	0-10
Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?	0-10
Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?	0-10
Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	0-10